

## OPERATIONAL RISK MANAGEMENT

“Proactively Managing Operational Risks to Safeguard Business Continuity and Regulatory Compliance”

### Schedule

Date	Venue	Fees (Face-to-Face)
29 - 30 Apr 2026	Dubai, UAE	USD 1995 per delegate

► Available delivery methods: Face-to-Face & Online Training

### Introduction

Operational risk—stemming from failed internal processes, people, systems, or external events—has become one of the most critical exposures for financial and non-financial institutions alike. From cyberattacks and fraud to supply chain disruptions and regulatory breaches, the impact of operational failures is increasingly costly and complex.

This 2-day intensive training equips participants with practical tools to identify, assess, manage, and monitor operational risks using structured frameworks. It provides insights into key risk indicators (KRIs), risk control self-assessments (RCSAs), loss event data, and governance structures, in line with international standards and regulatory expectations.

### Objectives

By the end of this course, participants will be able to:

- Understand the sources and categories of operational risk
- Apply key methodologies such as RCSA, scenario analysis, and loss data collection
- Design and implement effective internal controls and monitoring systems
- Develop operational risk registers and KRIs
- Align operational risk management with corporate governance and regulatory frameworks

## Why Attend

- Gain a comprehensive view of operational risk types and impacts
- Strengthen your ability to manage risks across departments and functions
- Learn how to apply practical risk assessment and control tools
- Understand the role of culture, governance, and reporting in operational risk
- Prepare your organization to meet Basel III/IV and regulatory expectations

## Target Audience

This program is designed for:

- Operational risk officers and enterprise risk professionals
- Internal auditors and compliance managers
- Business continuity and crisis response coordinators
- Risk champions and department heads
- Anyone responsible for assessing or managing operational exposures

## Individual Benefits

Key competencies that will be developed include:

- Operational risk identification and classification
- RCSA design and facilitation skills
- Key risk indicator (KRI) development and use
- Risk reporting and escalation procedures
- Integration of risk and control frameworks into daily operations

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved ability to anticipate, manage, and mitigate operational risks
- Stronger internal control environments and risk governance
- Better documentation and response to risk incidents and audit findings
- Increased compliance with regulatory and supervisory standards
- A culture of accountability and proactive risk management

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Operational risk frameworks, Basel principles, and governance
- Case Studies - Lessons from recent risk failures and control breakdowns
- Workshops - Building RCSAs, designing KRIs, and creating risk registers
- Peer Exchange - Real-world operational risk examples and mitigation strategies
- Tools - Templates for control assessments, risk heat maps, and incident logs

## Course Outline

**Training Hours: 07:30 AM - 03:30 PM** Daily Format: 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

### Day 1: Operational Risk Framework and Identification

- Module 1: Understanding Operational Risk (07:30 - 09:30) • Risk definitions, Basel categories, and industry examples • Sources of operational risk in financial and non-financial sectors
- Module 2: Risk and Control Self-Assessment (RCSA) (09:45 - 11:15) • Designing an RCSA process • Facilitating risk workshops and capturing control gaps
- Module 3: Workshop - Building an RCSA Template (11:30 - 01:00) • Develop a functional RCSA for your department

### Day 2: Measurement, Monitoring, and Governance

- Module 4: Key Risk Indicators (KRIs) and Thresholds (07:30 - 09:30) • Designing KRIs aligned with risk appetite • Monitoring trends and triggering escalation
- Module 5: Incident Management and Loss Data Collection (09:45 - 11:15) • Logging, classifying, and reporting operational loss events • Lessons learned and post-incident reviews
- Module 6: Workshop - Risk Register and Reporting Tools (11:30 - 01:00) • Create a risk register and executive dashboard for operational risk

## Certification

Participants will receive a Certificate of Completion in Operational Risk Management, affirming their capability to manage, monitor, and report operational risks in alignment with industry standards and governance practices.

## Why Choose MAWA Events

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